

Abstract of the Disclosure

A route table stores a control step for controlling an automatic call distribution (ACD) process for a termination call. A transfer destination telephone number table stores information with which a transfer destination telephone number is determined. When a control step in the route table is a transfer control step for instructing to transfer a termination call, a call controlling unit refers the transfer destination telephone number table, determines a transfer destination telephone number for the termination call, and transfers the termination call to the transfer destination telephone number using a termination call transfer service of a public telephone network to which public telephone lines are connected.